

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Smart Health Inc.

#### Arizona Manufacturing Extension Partnership

#### Smarter Practices for SmartHealth, Inc. - the Lean Way

##### Client Profile:

SmartHealth, Inc., is a manufacturer and distributor of medical and dental products ranging from gloves, uniforms, and infection control. The privately held company provides healthcare products under the SmartPractice brand in North America, Europe and Asia. SmartHealth employs 275 people at its facility in Phoenix, Arizona.

##### Situation:

SmartHealth was looking for a way to improve efficiencies and exceed customer service expectations. The company's Director of Project Management, Scott Gohus, enlisted the Arizona Manufacturing Extension Partnership (AZ MEP), a NIST MEP network affiliate, to help 1) implement a training and incentive program titled ESS (Eliminate, Simplify and Standardize) which is part of SmartHealth's continuous improvement efforts; and 2) streamline the order production process and improve the accuracy of the product output.

##### Solution:

AZ MEP's Jim Godfrey worked with Gohus to develop a Lean initiative to promote efficiency in the company's current operations. AZ MEP conducted four Lean 102 workshops for management and key personnel, accompanied by additional shorter versions of the workshop for the remaining manufacturing and sales force. A two-day Value Stream Map (VSM) was conducted to focus on the efficiency and accuracy of the orders. As a result of the VSM, the average reprint rate was reduced from 2.6 percent to 2.2 percent, and the customer reprint rate reduced from 2.38 percent to 0.75 percent. With the new ESS process in place, SmartHealth employees have submitted close to 100 improvement ideas.

##### Results:

- \* Realized \$100,000 in cost savings.
- \* Reduced average reprint rate from 2.6 percent to 2.2 percent.
- \* Reduced new customer reprint rate from 2.38 percent to 0.75 percent.

##### Testimonial:

"The AZ MEP has provided knowledgeable and professional consultants who have delivered on every key objective we had identified. They have helped to integrate Lean thinking into our corporate culture and ultimately improve our bottom line. In the current economic climate, efficient operations has once again become a top priority for company executives and the AZ MEP has been a key contributor in delivering on that goal for SmartHealth."

Scott Gohus, Director of Project Management

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